



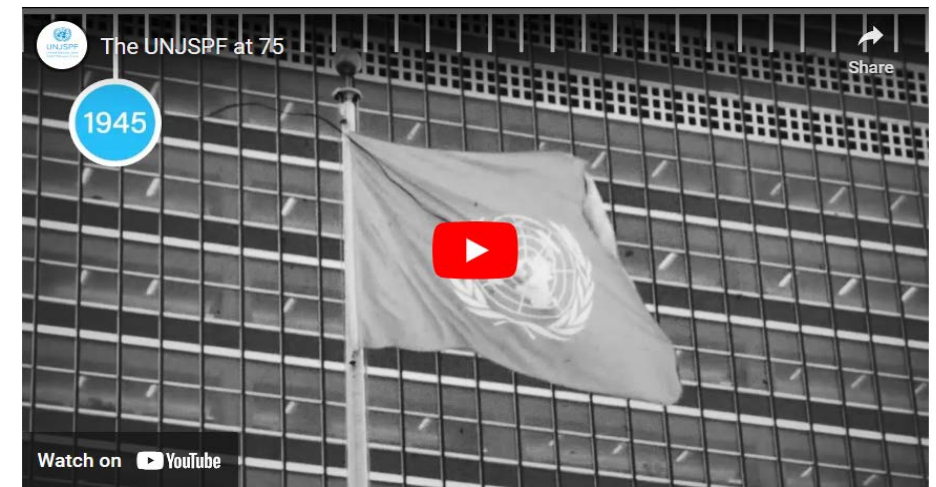
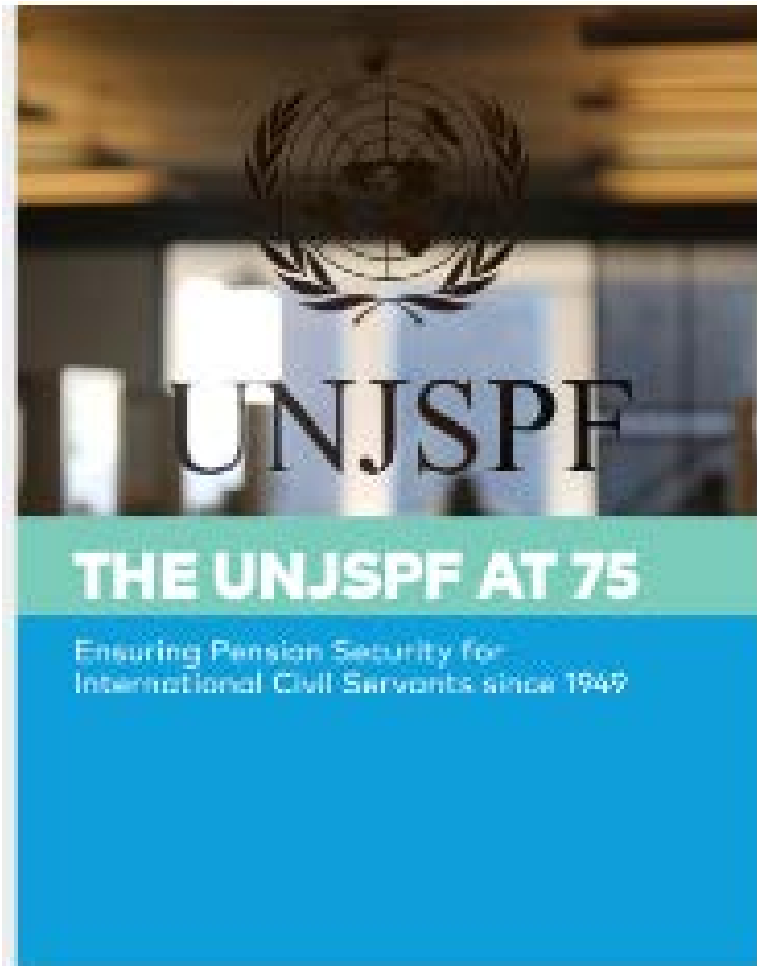
Update on Pension Administration

FICSA

29 February 2024

Rosemarie McClean
Chief Executive of Pension Administration

75th anniversary of the Fund



The Fund continues to grow and to perform



- Pension processing benchmark outperformed at 92.8% (2023)
- More than 30,000 Digital Certificates of entitlement (2023)

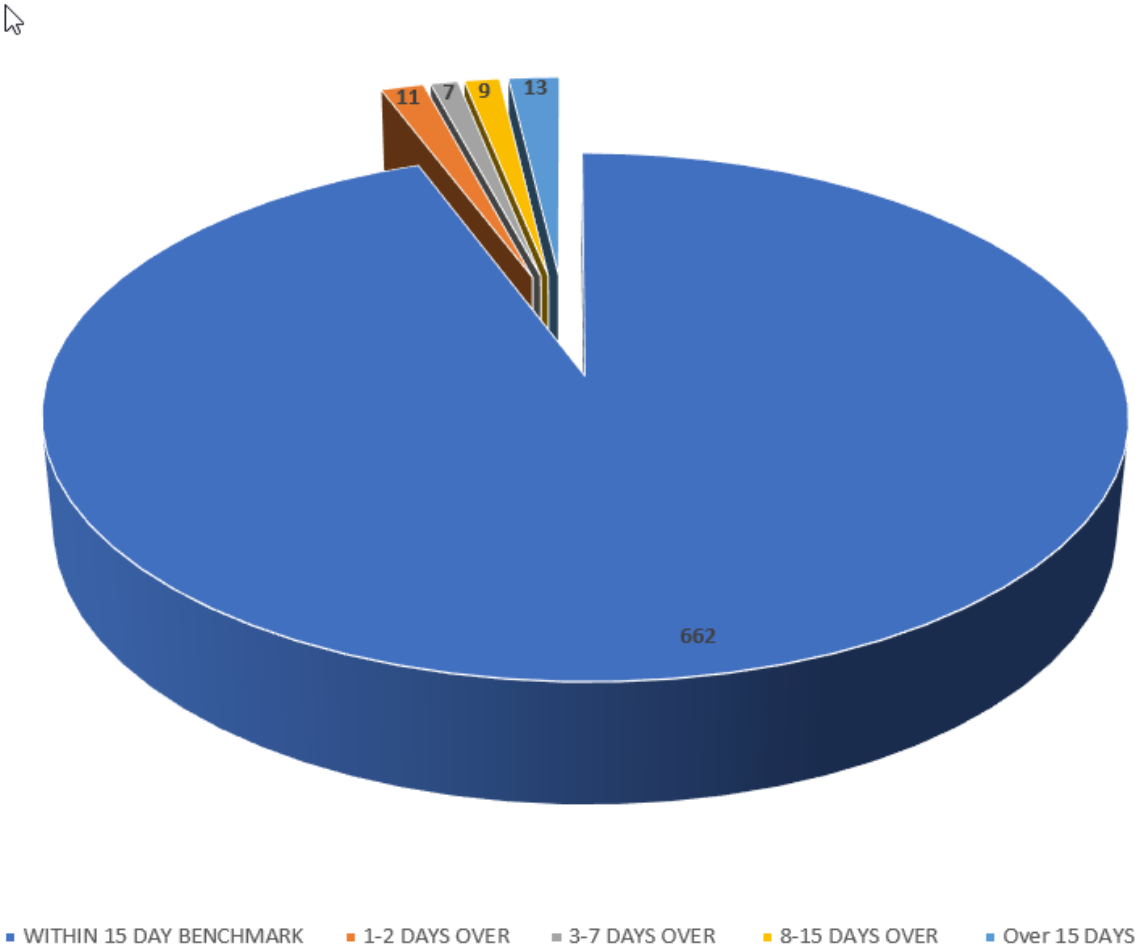


- 143,612 participants (+4.6%)
- 83,988 benefits in payment (+2%)

(Financial Statements, as at 31 December 2022)

Initial Entitlements over benchmark in January 2024

**40 cases exceeded the benchmark target of 15 business days.
94.3% of cases were within benchmark**

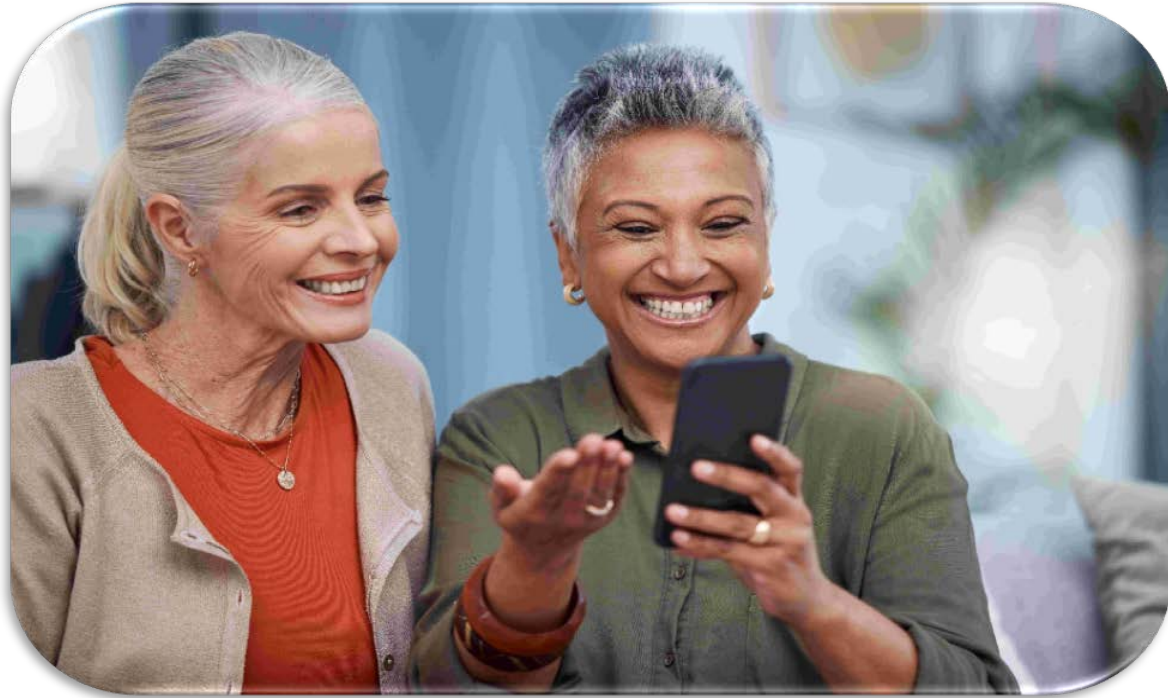


Pension payments



- **Monthly payroll has continued to be issued on time**
- **Unprecedented number of countries benefited from pension COLA in April 2023**
- **Fund has made best efforts to address payment disruptions in Sudan and the Russian Federation**

Pension Administration Strategy



Building on the 2021-2023 achievements...

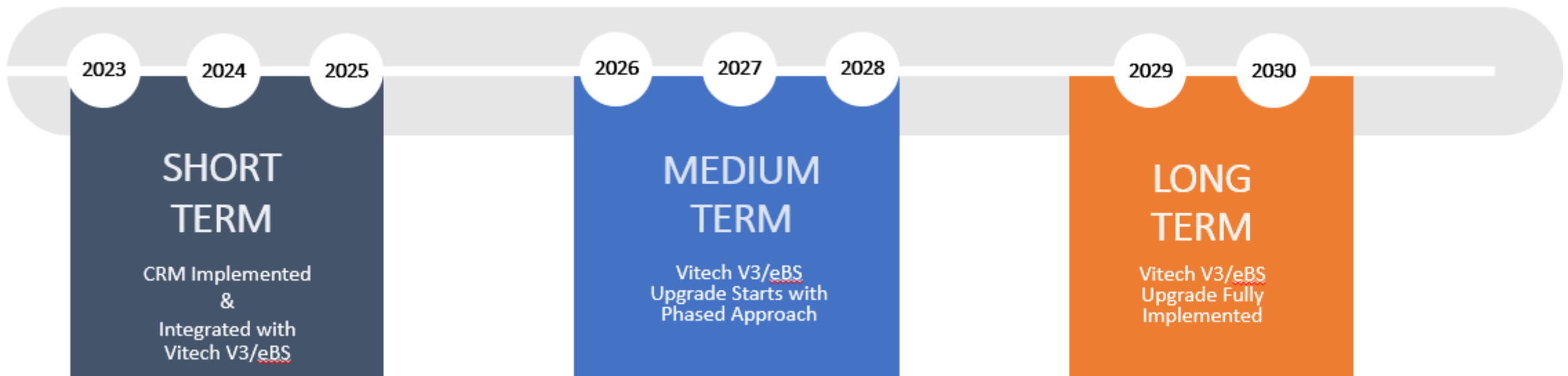


...a new phase will focus on the modernization of ageing PA systems for 2024 and beyond

PA Systems Strategy Roadmap 2023-2030



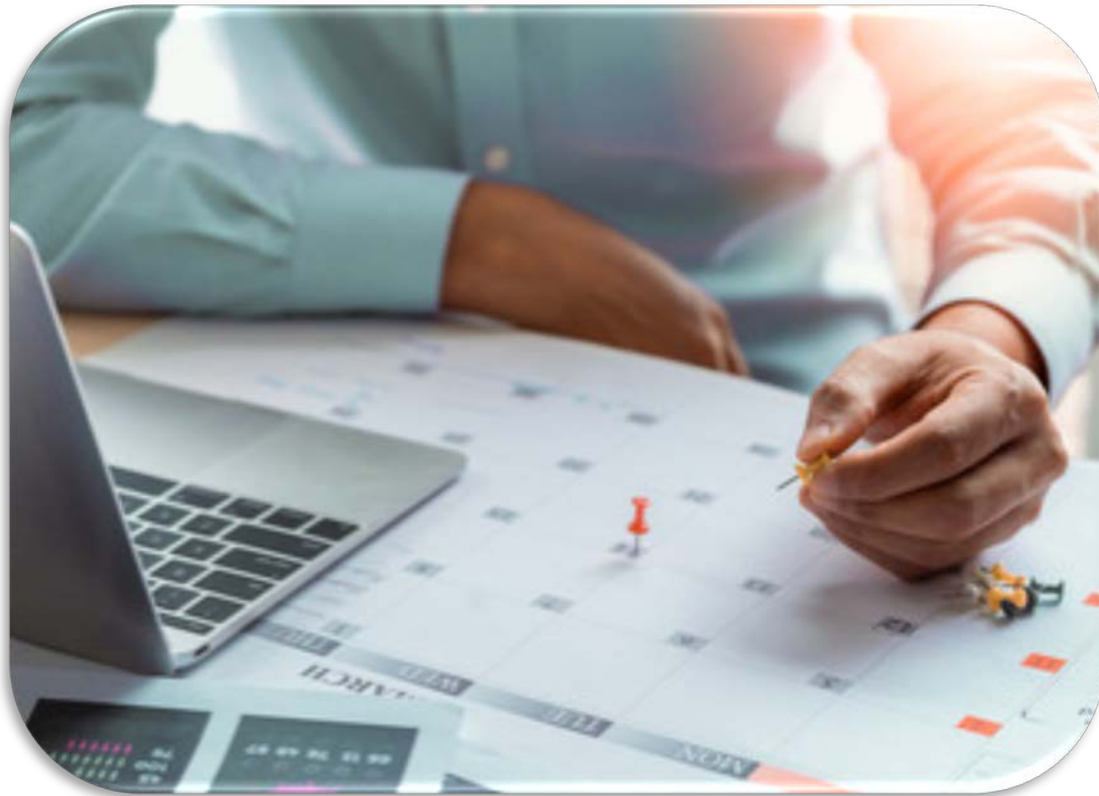
| Milestones | 2023 | 2024 | 2025 | 2026 | 2027 | 2028 | 2029 | 2030 |
|---|------|------|------|------|------|------|------|------|
| Client Relationship Management System | | | | | | | | |
| Client Services Business Process Re-engineering | | | | | | | | |
| Vitech V3/eBS Upgrade | | | | | | | | |
| Cloud Migration | | | | | | | | |
| Financial Information System Upgrade | | | | | | | | |
| Finance and Operations Business Process Re- engineering | | | | | | | | |
| Automated Testing | | | | | | | | |
| Legacy Data Cleansing Project | | | | | | | | |



Priority project for 2024: the CRM “UNJSPF Connect”

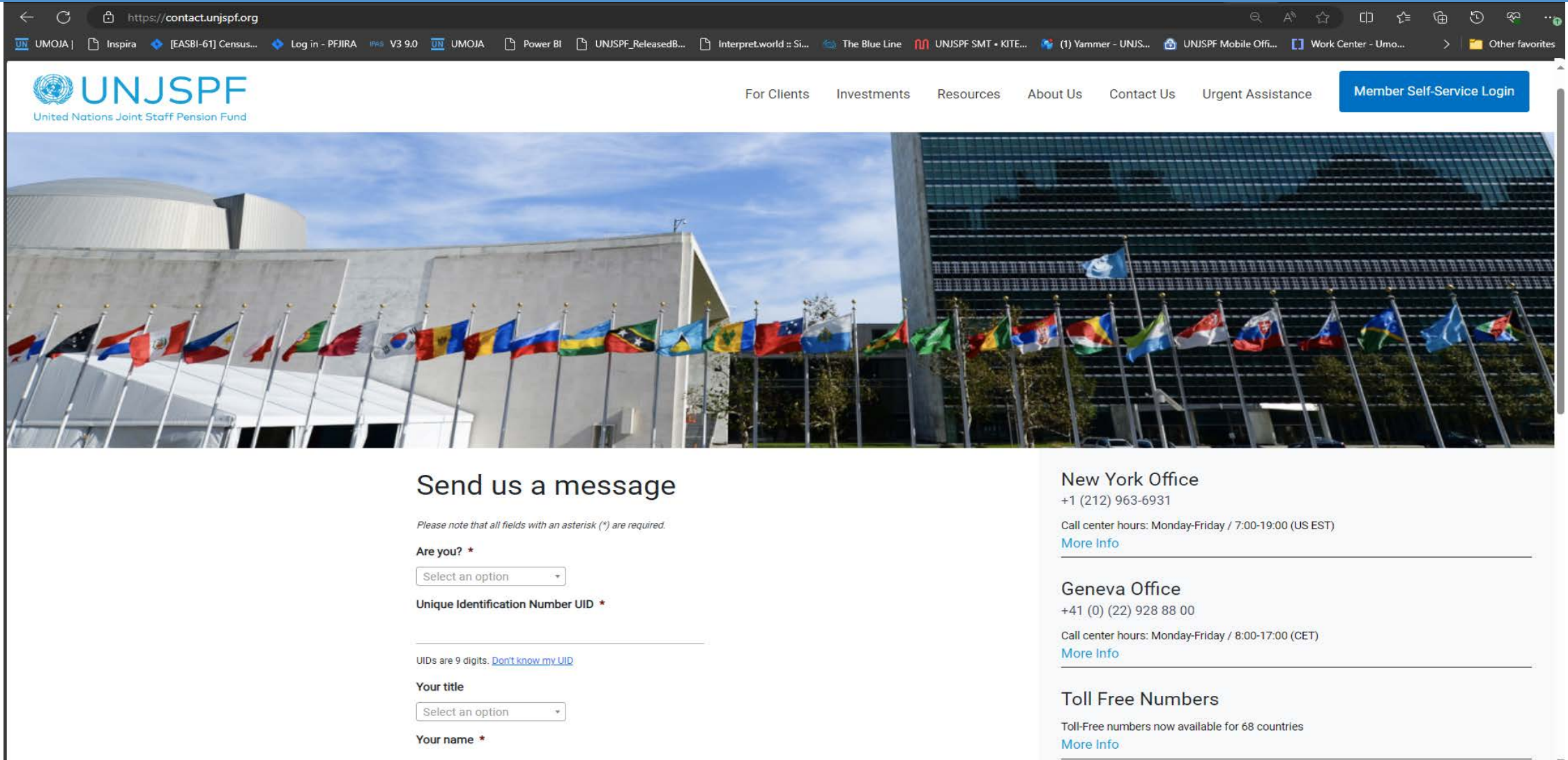


Outreach initiatives



- **Launched Pension Townhall sessions in Jan 2024 (one a month)**
- **Global Townhall on 3 April 2024**
- **New videos on legal guardianship, restoration/validation and 75th anniversary**
- **11 booklets being revised**
- **Annual Letter to be distributed in early April 2024**

How to contact the Fund:

A screenshot of the UNJSPF contact page. The browser address bar shows 'https://contact.unjspf.org'. The page header includes the UNJSPF logo and navigation links: 'For Clients', 'Investments', 'Resources', 'About Us', 'Contact Us', 'Urgent Assistance', and a 'Member Self-Service Login' button. A large banner image shows the UN building with many national flags. The main content area is titled 'Send us a message' and includes a form with fields for 'Are you?', 'Unique Identification Number UID', 'Your title', and 'Your name'. To the right, contact information for the New York Office and Geneva Office is provided, along with toll-free numbers.

https://contact.unjspf.org

UNJSPF United Nations Joint Staff Pension Fund

For Clients Investments Resources About Us Contact Us Urgent Assistance Member Self-Service Login

Send us a message

Please note that all fields with an asterisk (*) are required.

Are you? *

Select an option

Unique Identification Number UID *

UIDs are 9 digits. [Don't know my UID](#)

Your title

Select an option

Your name *

New York Office

+1 (212) 963-6931
Call center hours: Monday-Friday / 7:00-19:00 (US EST)
[More Info](#)

Geneva Office

+41 (0) (22) 928 88 00
Call center hours: Monday-Friday / 8:00-17:00 (CET)
[More Info](#)

Toll Free Numbers

Toll-Free numbers now available for 68 countries
[More Info](#)

**Thank you for
your attention!**